

WHAT IS CLAIMED IS:

1. An information processing apparatus for delivering a product to a delivery address specified from a first device, comprising:

search request means for connecting to a second device based on a telephone number entered from said first device and requesting a search of customer information;

presenting means for presenting said search results supplied from said second device to said first device; and

order issuing means for issuing an order for said product to a third device based on said order information input from said first device.

2. An information processing apparatus according to claim 1, further comprising:

storage means for storing customer information supplied from said second device; and

search means for searching customer information stored in said storage means based on said telephone number input from said first device,

wherein said presenting means is capable of presenting to said first device said customer search information results obtained from said search means when a search of customer information is made.

3. An information processing apparatus according to

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claim 1, wherein said customer information include a name or an address.

4. An information processing method for an information processing apparatus for delivering a product to a delivery address specified from a first device, comprising:

a search request step for connecting to a second device based on said telephone number entered from said first device and requesting a search of customer information;

a presenting step for presenting said search results supplied from said second device to said first device; and

an order issue step for issuing an order for a product to a third device based on order information input from a first device.

5. A recording medium holding a computer-readable program for an information processing apparatus for delivering a product to a delivery address specified from a first device, wherein said program comprises:

a search request step for connecting to a second device based on said telephone number entered from said first device and requesting a search of customer information;

a presenting step for presenting said search results supplied from said second device to said first device; and

an issuing step for issuing a purchase order for a product to a third device based on order information input from said

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first device.

6. An information processing system composed of a first information processing apparatus, a second information processing apparatus, a third information processing apparatus, and a fourth information processing apparatus,

